LAET Case Management Review Project
Survey for Developers
By
Consultants Colleen M. Cotter and Julia Gordon

Legal Aid of East Tennessee, Inc. (LAET) has retained us to conduct a national review of case management systems. This review is made possible by a Technology Innovation Grant (TIG) from the Legal Services Corporation. The results of this review will be published nationally to help programs determine which case management system will best suit their needs and to illustrate ways in which case management systems can help programs achieve their program goals and mission.

This survey for developers is the first step in the review.[1] We would appreciate if you would answer these questions about your system and return the completed survey to us by August 25, 2003. Simply type the answers into this survey and send them via email to Cotter and Gordon. Our next step will be to view demonstrations of each CMS. Finally, we will interview CMS users at various legal services programs to learn how well the various systems are meeting their needs.

If you have any questions about this survey or the project please contact Colleen Cotter (812/322-5592, cmcotter@earthlink.net) or Julia Gordon (202/669-0424, julia@juliagordon.net).

---

[1] Many of these questions were developed by Kathy Daniels, Statewide Legal Services of Connecticut and Michael Alexander of Southeastern Massachusetts Legal Assistance Corporation.

❖ **Overall CMS information:**

1) Please provide your company name, mailing address, phone, web site address, and additional office addresses.

> PS Technologies, Inc.
> 1333 N. Milwaukee Ave
> 2nd Floor
> Chicago, Illinois 60622
> (773) 459-5582
> www.psti.net

2) What is the name of the case management system, what versions are available, and what was their release date?

> The name of our CMS is Legal Server. The platform and modules for Legal Server have been developed over the last 5 years. Legal Server provides a stable, secure and highly scalable platform, customized to meet the exact needs of any legal and social service agency.
>
> Legal Server is web-based and uses a web-browser to access the database. Thus, no additional "client" software is necessary. Any upgrades or modifications are simply made to the server.

3) Please provide the name, phone, and e-mail address of the person filling out this form, along with the same information for a contact person if that is a different person.

> IV Ashton   or   Andy Plax
> (773) 459-5582   (773) 782-1021
> ivashton@psti.net   aplax@psti.net

4) When was your company founded, by whom, and what is the founder(s)'s professional background?

PS Technologies, Inc ("PSTI") was founded in 2001 by IV Ashton. IV Ashton is an attorney (licensed in Illinois and Colorado) and has worked with numerous legal institutions both domestic and international. Mr. Ashton is the founder of the *Illinois Technology Center for Law & the Public Interest* and helped design Albania's legal information infrastructure for the World Bank.

PS Technologies works in partnership with Network Ninja, Inc. ("NNI"), which was founded in 1998. Network Ninja builds software applications for numerous non-profit and for-profit clients.

In addition to using Legal Server to provide a case management solutions to legal and social service organizations, PSTI/NNI implement technology solutions to various *for profit* and *non-profit* organizations, government entities and legal institutions. PSTI/NNI has a track record of assisting clients who are either entering the technology arena or are attempting to increase and enhance existing functionality.

5) Please list full-time (or FTE) employees, including job title, years of related professional experience, and years of experience with your company.

PSTI/NNI employs seventeen staff, including twelve full-time employees and five independent contractors. Fourteen members of PSTI/NNI staff work in technology related positions (database programming, network administration, etc.) and three staff members hold non-technical positions (sales, accounting, etc). Each staff member possesses more than five years of professional experience and most employees have been with our company an average of 3 years.

6) Is the company private or public? If it is public, please provide the stock symbol and percent of staff ownership.

The company is privately held.

7) Please tell us the date of your last audit, the net worth of the company as of the last audit, and the company's gross revenue for each of last five years.

As a company policy we do not release specific financial information except to say that we have grown every year (financially and the size of the company) over the last five years.

---

8) Please list the number of current account / installations; total current number of seats installed; current number of legal services accounts; current number of legal services seats installed; and names of legal services programs with current accounts.

We do not issue seats for our software, thus, we can only indicate the name of current clients using Legal Server:

- Central Florida Legal Services
- Center for Child and Family Advocacy at Columbus Children's Hospital
- Coordinated Advice for Legal Referral Services (CARPLS)
- Chicago Bar Foundation
- Chicago Children's Advocacy Center
- Chicago Connections Families Building Communities
- Chicago Connections Women's Program
- Chicago-Kent College of Law
- Greater Orlando Legal Services
- Heartland Alliance Housing Advocacy Project
- Midwest Immigrant & Human Rights Center (MIHRC)
- Ohio Network of Children's Advocacy Centers
- The Rafael Center's HIV Programs
- Withlacoochee Area Legal Services

---

9) Have any complaints against the company resulted in litigation? If yes, please provide the date, state, and court for all such complaints.

No, we have never had a formal complaint (or other) registered against PSTI/NNI.

---

10) Please list any reviews or case studies of your product, including information on how to obtain those documents.

N/A

♦ **Costs and Support:**

11) What is the software purchase price? Include whether it is priced per user, per advocate, or per office and whether multi-office, legal services or statewide discounts are available. What are the renewal costs? Upgrade costs (how often)? User or license limitations? Any minimum purchase requirements?

Legal Server is sold on a one-time flat fee basis (i.e., no annual subscription fee and no per seat license fees) and the price is determined for each organization, based on their exact needs and requirements. Price includes:

- Legal Server Platform
- Interview and Discovery
- Customization and Configuration of Legal Server Modules
- Data Migration and testing
- Training and Training Manuals

Prices range from $10,000 to $150,000 depending on the exact system that is implemented for each organization. Statewide or Region-wide discounts are available.

It is important to note that there are no hidden or additional costs to use Legal Server. Because the database operates within a web-browser, software (other than a web browser) does not have to be installed or maintained on each user's computer and it is unnecessary to purchase licenses for additional software such as Citrix. Moreover, because Legal Server uses Open Source technology, there are no license fees for the database or operating system (unlike products that use MS SQL Server or Windows NT Servers).

12) Describe the name and function of any additional modules and costs.

Legal Server is modular based, so almost every project requires modules to be configured. Price of each module varies, based on the required functionality within the module (a given module typically has a range of functionality it offers) and the extent that the module is integrated with

other modules. For example, the Financial Resources Module can calculate and store a client's income, expenses, and assets. The module also calculates percentage of poverty based on federal poverty guidelines and can be integrated with the LSC Qualification Module (which "qualifies" a person based on percentage of poverty, including expenses, family member size and total assets). The same Financial Resources Module can also be configured to track a client's debt and/or employment history and can calculate HUD tenant rent calculations. Thus, the price of the module depends on the required functionality and the amount of integration with other modules.

13) Are other versions or major upgrades of the system expected in the near future? Please explain improvements and innovations and the anticipated completion date(s).

Legal Server's base code is incredibly stable and efficient. Although we modify it slightly each year, we do not have any plans to significantly modify it in the near future. Any necessary modification to Legal Server, however, can be installed on each organization's server, without charge or disruption to the agency using Legal Server.

As new modules become available, they will be offered to existing clients at competitive prices.

14) Please explain the technical and customer support you provide. Include telephone number, hours available, number of support people, and average and maximum response times. Do you guarantee a timely response to requests for support? May users access support directly, or must they go through a technical person?

In most instances, we maintain and support the application remotely through a secure channel from our office to the server. Thus, if there is a bug in the system which causes it to function improperly, we can repair the application immediately. We have telephone support during normal business hours Monday through Friday and offer pager and mobile phone support during non-business hours, including weekends and holidays. Typically, however, most bugs are reported through the application itself (which has a "report bug" feature). When the item is completed, the person reporting it will receive an email notification.

15) How do you charge for the support described above? Include a description of any free support available and any per incident charges.

During the first six months of operation, we provide support for the server as part of the price of the application. We offer various support and maintenance packages, which include us keeping the application functioning properly, tuning the database, backing up the data and telephone

support. Prices range from $500 to $1,500 per month depending on the size of the organization and of the database.

16) What types of basic and advanced training are available (number of hours, at program or other location, training for all staff or designated staff, who are the trainers)? What is the cost of these trainings?

The price of the application includes a two-day training course for staff and administrators. We also provide a training manual to be used as reference materials after the training class. The trainers include PSTI/NNI staff as well as the individuals in the legal service organization that have helped design the system. Additional training can be purchased and the price depends on the size and duration of the additional training classes.

17) Are there any user groups or listservs for your product? If so, please list.

We are implementing a listserv that users can register through our website.

18) Please indicate availability of and additional charges for the following: installation; data conversion; custom reports; custom programming; and user manuals.

Installation, data conversion, custom reports, custom programming and user manuals are part of the standard one-time fee charged to organizations that purchase Legal Server.

19) What type and amount of program staff time and support are recommended for deployment of the CMS? For maintenance?

Typically, each legal service agency appoints a team of people (between one and three) that works with the development team to assist in the designing the workflow and functionality of the application. We suggest that each team member set aside three to five hours a week during the development phase.

20) What level of staff technology sophistication is desirable to use the CMS?

Staff members need only a minimal understanding of technology to use Legal Server. Legal Server is designed to be intuitive and user friendly. We understand that most organizations have people that do not like technology, so we strive to make our system very easy to use. Moreover, since we do the maintenance of the server, users on the system need not have any sophisticated technology knowledge.

♦ **Hardware and Software:**

Please describe the following:

21) Operating system(s) required for file server and workstation.

Legal Server is web-based and runs on its own server. The server runs Linux as its operating system, PostgreSQL as its database and the language in which Legal Server is programmed is PHP. Thus Legal Server for the end-user is platform independent – you can run it using Microsoft, Macintosh, or Linux operating systems. All a user needs is an Internet browser to access the application.

22) Additional server software and licensing required (please indicate cost).

The software we use is open source technology and does not have any licensing fees associated with it. Additionally, because Legal Server is web-based, additional software such as Citrix is not required.

23) File Server Hardware: Minimum required and recommended; Cost estimate, assuming a basic install with a fresh database, and any cost info on legacy database conversion.

We typically use a stand-alone server for each install of Legal Server, based on an agency's intended use of the application. Thus, servers range from relatively low-end servers ($1,000) to more sophisticated servers ($4,000).

24) Workstation Hardware: Minimum required and recommended; Cost estimate.

Legal Server is web-based an uses a web browser as its "Client." As such, there is no need for any special hardware, except you must have a web browser on your workstation (the workstation however, could be a Mac or a PC running Windows or Linux).

25) Multi-location requirements.

Because Legal Server is web-based, it can be accessed from multiple locations. Remote access (i.e., outside the local area network where the server resides) can be accomplished through an Internet connection or dial-up telephone lines.

26) Any record or size limitations.

No.

♦ **Customization:**

27) What elements of the CMS are customizable? Is customization required?

> Legal Server encompasses numerous pre-built database modules that can be configured to meet the specific needs of each organization. Each organization chooses the appropriate modules, including specific functionality, based on their exact requirements, and we configure the modules for them.

28) Is the underlying code for the CMS proprietary? Can persons other than the developer make changes to the CMS?

> The underlying code of Legal Server is proprietary. Typically, PSTI issues a license to "use" the code to each legal service agency. While, however, some organizations have negotiated a license to modify the underlying code for their own use, two things are important to note. First, once the underlying code is modified, PSTI can no longer offer a warranty and cannot continue to maintain/support the application. Second, PSTI limits the ability for a licensee to transfer the underlying code (i.e., the code that PSTI developed) to another organization.

29) Are you willing to develop individualized programming or modifications to meet individual program needs? Explain and estimate cost.

> This is typically how we work. While we can sell an instance of Legal Server that has been configured for another legal service agency, in most cases we configure our pre-built database modules in a manner that best matches the workflow and specific needs of a given organization. Because the modules are pre-built, we "configure" (as opposed to "develop") each module, which saves considerable time and money for the client. If a program has a specific need is not addressed by one of our existing database modules, we can design and build a new module to accomplish what they need.

❖ **General Features of the CMS:**

In answering the remaining questions, please try to address as many of the following questions as applicable.

a) Briefly describe the function.

b) How does this function benefit programs?

c) How easy is it to use?

d) Does it require or allow customization and, if so, how easy is it to customize?

e) How easily does it integrate with other functions of the CMS? Which functions?

f) Can programs create drop down lists where appropriate?

g) Are there potential problems with or limitations on this function?

h) Are there plans for further development of this function?

30) Does the system have a time keeping component (for cases/matters/activities)?

If yes, describe:

Yes. Legal Server's Time Keeping Module is very robust and flexible and integrates with other aspects to the CMS application. Time can either be entered through batch time or individual time in a given client's electronic file. Time Keeping allows caseworkers, staff and pro bono attorneys/volunteers to track their time for:

- Client-related activities
- Non-client time
- Administrative/staff time
- Training time (e.g., pro bono training) and
- Community-Based Organization ("CBO") time

CBO time allows users on the system to track time spent advising community-based organizations about their clients. Thus, since a client of a CBO is not really a client of the legal service organization, the legal service organization can still get credit for any assistance it gives by tracking the time spent helping the CBO. The CBO time is also reported in the CBO profile, thus you can get a sense of how much time was spent helping a particular CBO over time.

Integration:
- Legal Server Time Keeping also integrates with the Grant Management Module in the following ways:
    - Based on the various client qualifying criteria (such as age, percentage of poverty, LSC eligible, county, or legal problem code), the system recommends what fund(s) are the most appropriate to use for this client. The fund that appears in each time slip defaults to the funding code associated with the client's case – although a user can change the funding code to another qualifying funding code.
    - The Grant Management Module also alerts users if the fund is running out of money, so that they can choose a different funding code when they are entering time.
    - The Grants Management Module also tracks the billing rate allowed for each funding code. Thus for each time slip entered in the system (based funding code), the system subtracts money (amount of time * hourly billing amount) from the funding code ledger. The ledger, which appears in the Grant Management screen, displays the caseworker, the client, the amount of time and the dollar amount deducted from the fund.
- Legal Server Time Keeping integrates with the Case Log Module, which is designed to display chronological information, including notes about what is happening in a given case. Thus, Legal Server integrates "case notes" with "time keeping" in order to make it easier for the user to track progress in a case.
- Time keeping also integrates with the Court Information Module. Certain "client-activity types" are associated with "in court activity." Each time entry that has a client-activity

type associated with in court activities displays in the Case Log table in the Court Information screen.
- In batch time keeping mode, users can see which client files they accessed over a given period of time (for example, over the last week), as a way of reminding the user of what client time should be billed.

Miscellaneous:
- Time Keeping is easy to use. Although time keeping can be modified to meet an organization's exact time keeping needs, it doesn't need to be modified.
- Time Keeping has dropdown menus, which are controlled and managed by each organization.

31) Does the system have a calendar and tickler system (including work group scheduling, date calculator, rules-based calendaring)?

Yes. Legal Server has a Calendar and Tickler Module, which is integrated throughout the case management system. Every entry in the Calendar and Tickler Module can be associated with:

- Client(s)/Cases
- Caseworkers (including pro bono attorneys)
- Programs
- Offices
- Organization (i.e., system-wide)

Events on the calendar or to do items in the tickler system are easy to use and appear throughout the entire system. For instance, every user's home page displays today's events on his or her home page, including any client-related event. Additionally, all client related events/to do items appear in the client profile pages.

In addition to scheduling for individual caseworkers and clients, you can invite other people to attend a given event (or add a to do item for a group of people), which will appear in each person's calendar or to do list.

Calendaring and Tickling can be done using rules based logic as well. For instance, one PSTI client using Legal Server for their immigration practice has established rules for when certain filings or interviews must occur based on previous events that have occurred (e.g., an Asylum application was filed).

32) Can data on the system, including calendar and contacts, be transferred to and/or synchronized with a PDA?

If yes, describe:

Yes. Legal Server Calendar and Contacts can be exported to MS Outlook.

33) Does the system have its own document assembly capacity?

If yes, describe:

Yes. Legal Server's Document Assembly Module allows users to create "Auto-Generated Documents." Auto-generated documents populate data in a document from the data that is stored in the database.

How to create. Auto-generated documents are created by the legal service organization. The legal service organization indicates places in the document with specific data fields that they want populated from the database. The organization then uploads the document to the server, through a web-interface. Specific information about the document (name of document, date created, type of document – brief, memo, letter, etc) is entered. The person uploading the document also indicates certain relevant qualifying information such as e.g., county(s) and legal problem code(s) in the upload form. Once uploaded, the system verifies the data fields that are indicated in the auto-generated document. If the data fields were entered incorrectly, the user can change them before the upload is completed.

How to use. Once an auto-generated document is uploaded to the system, users will see "suggested" documents in the document section of each client's profile page. The "suggested" documents are based on the county and the problem code for that client. By clicking the document name, the document opens in a default word processor (MS Word, Word Perfect, etc) and the data fields that are indicated in the document are populated by the database. The user can then make any changes to the document and re-save it to the system.

34) Does the system have a contact management function?

If yes, describe:

Yes. Legal Server's Contact Module allows organizations to manage various contacts within their organization. The Contact Module also allows the organization to identify various "contact types" (e.g., pro bono coordinator, person interested in training, funder, etc.) which are created and maintained by the organization. The organization can use contact types to organize and view

people (e.g., view all pro bono coordinators), as well as generate mailing lists or email lists. The Contact Module also allows organizations to enter if a contact has donated money in the past, including the amount and donation type (cash, stock, etc).

Integration:
The Contacts Module is also integrated with various other modules, including:
- Organizations Database – each Contact can identify a work address, based on an organization in the Organizations' Database Module. By identifying them with the organization, they will appear in the organization's profile as a member of that organization.
- Time keeping – for Contacts that also might keep time (such as pro bono attorneys), time keeping is also integrated and displayed in the Contact's profile.
- Timekeeping for Contacts who changed organizations – in addition to relating the Time Keeping Module and Organizations Database Module, the Contacts Module will also track the time that a contact spent at an organization. Thus, if a contact has left one organization and gone to another, you can see a history of that in the contact's profile. Also, when reporting on things for the organization such as pro bono involvement and time, you can accurately display the amount of time that a pro bono volunteer spent on a case while at a given organization.

Miscellaneous:
- Each agency can customize the Contacts Module to best fit their needs. For instance, one PSTI client is a bar foundation that uses the contacts module for tracking the amount of donations given, events attended and any awards or grants awarded to the contact.
- The Contacts Module is very intuitive and easy to use. You can easily create lists of people based on contact types and or organizations.
- The Contacts Module can be customized to satisfy various requirements for a given organization.

35) Does the system have a document management function?

If yes, describe:

Yes. Legal Server's Document Management module allows users to perform the following tasks:
- **Client Documents** – documents created for a client (whether through the auto-generated feature, by a caseworker or by the opposing side) can be saved and associated with a client and will appear in the client's electronic case file.
- **Self-Help Documents** – self-help materials can also been saved to the system. Self-help documents that are saved to the system are also associated with certain criteria (problem code, county(s), language, etc) so that they can later be recommended for a client based on that client's information.
- **Brief Bank** – all documents that are saved to the system are indexed by type of

document, problem code, county, author, and date so that they can be searched. Additionally the text of all documents is indexed as they are saved by the system, to provide robust free text searching capabilities.

36) Does the system enable users to create custom reports and conduct customized searches based on large number of variables (i.e. case status, closed cases, time, rejected cases, office, advocate, funding source, adverse party, or outcome)?

    If yes, describe:

Yes. Legal Server offers a number of reporting packages, including numerous canned reports (e.g., LSC reports, VOWA, HUD, United Way, etc). Reports can be customized within most canned reports. Additionally, users can use Ad Hoc reporting to build queries on any field in the database.

37) Does the system include any pre-formatted reports, including LSC reports?

    If yes, describe:

Yes. Legal Server offers numerous canned (pre-formatted) reports, including all LSC required reports (e.g., CSR or Matter Reports). All reports can be exported to Microsoft Excel as well.

❖ **General Usage Attributes**

38) Does the system enable users to attach or scan in, maintain, and search full text of documents (including email)?

   If yes, describe:

> Yes. Legal Server allows users to scan in documents and save the documents (all types of documents) to the server. Each document can be associated with a client and will appear in the client electronic file. The full text of each document stored in the system is also indexed (much like Google) in the database. Thus the full text of all documents can be searched without having to go in to each document itself (which makes the search significantly faster).

39) Does the system enable users to track the date of each entry and the identity of the person making it? Is this also true for modifications of data already entered?

   If yes, describe:

> Yes. Legal Server tags data entered in to the system using the person's id that is logged in to the database, the time and date in which the entry was made. This is true for modifications as well. Legal Server can be configured to tag every data field with this information or can be limited to specific items such as notes and/or time keeping.

40) Does the system enable users to interface with other non-CMS software, such as report writers, word processing and email?

   If yes, describe:

> Yes. Legal Server interfaces with non-CMS software such as word processors, report writers and email. For instance, a user can send an email to a list of people in the database based on contact type (e.g., pro bono attorney or people interested in training).

41) Does the system enable users to access records remotely (i.e., over a web browser)? If yes, please describe security measures.

   If yes, describe:

> Yes. Legal Server is web-based and can be accessed by users remotely via the Internet or a dial

up connection. In addition to requiring users to authenticate via username and password, Legal Server uses the same security system that many banks and credit card companies use to transmit data between the user's and the server – Secured Socket Layers (SSL). Thus, data is sent via 128-bit encryption between the server and the users. Additionally, most ports on the server that hosts Legal Server are disabled to prevent outsiders from gaining access to the server.   We also encourage our customers to place the server behind an appropriate firewall to prevent unauthorized outside access.

42) Does the system enable users to access multiple records at one time?

>   If yes, describe:

Yes. Legal Server allows simultaneous users and allows multiple records to be accessed at one time.

43) Does the system create one record for each client and/or project, with multiple cases or matters attached?

>   If yes, describe:

Yes. Legal Server creates a client id for each client, and allows multiple cases to be associated with that client. Thus, if a client has two distinct cases, each case will have its own identification number, but the client will maintain its unique identifier (client id). Additionally, when adding a new case to an existing client, the system stores the client information (address, phone number, problem code, etc) for each case. Thus, for example, if a client lived at one address in 1997 when they called with a problem, and now has a new case, but is living at a new address, the database is updated to view the current contact information about the client, but maintains a record in the old case of the old contact information.

44) Is there a limit on the number of modules that can be run simultaneously?

No. Legal Server can run multiple modules simultaneously.

>   If yes, describe:

45) Is there a limit on the number of simultaneous users?

> No. Organizations can have as many users as they need and each user can use the system simultaneously.

　　　If yes, describe:

46) Does the system allow programs to control user access?

　　　If yes, describe:

> Yes. Legal Server allows agencies to establish "policies" as to what role various people will have within the system. Thus, agencies can limit access to certain things in the system (e.g., admin features or reports) or can limit which people can view or edit information about clients (e.g., pro bono volunteers can access the system and only view *their* clients and add time and notes to the case log). Such policies are created and maintained by each agency.

47) Does the system enable users to code for large numbers of variables, including staff, volunteers, funding, outcomes, etc.?

　　　If yes, describe:

> Yes. Legal Server allows users to create and maintain most items in the database, including all dropdown or multi-select menus. Additionally, each agency controls all of its staff and volunteers, including assigning users various "roles" (i.e., privileges) in the system. In addition to creating new (or deleting old) funds and funding codes, Legal Server allows each system to control the "qualifying criteria" for each fund that can be used in a client's case. Finally, outcomes are controlled and maintained in the database by each agency.

48) Does the system have methods to prevent mistakes in entry and/or does it require certain types of data to be entered?

　　　If yes, describe:

> Yes. Legal Server offers the following:
>
> - **Data Format Checking** – certain fields, such as dates, social security number or phone numbers are checked in the system as they are entered. Thus, if a user tries to enter an 8-

digit number for SSN, the system will display an error in that given field. The system is flexible in how it displays the error – some fields can be configured to highlight (usually with a red background) the data field that was entered incorrectly; or the system can refuse to move forward (i.e., save the information) until the data is corrected.

- **Error Messages Requiring Data to be Corrected** – When certain data fields are entered incorrectly, the system will indicate that a mistake has been made and require the user to fix the mistake before the system will save the information.

- **Required Fields** – Each agency can set up required fields, which must be answered in order for the database to save the information. This feature is critical to data integrity. Most fields that must be "reported" on later are configured as required fields in the system. Those fields are usually listed with a red asterisk next to the field to indicate that it is required. If a required field is left blank, the screen will return with an error message instructing the user to answer the required field(s).

❖ **Management and Support of Cases/Matters/Activities**

49) Does the system determine eligibility based on different variables, including:
   a) Income
   b) Age
   c) Geographic location
   d) Citizenship status

   If yes for any, describe:

Yes. Legal Server determines LSC eligibility on various criteria, including:
   • **Citizenship** (including generating an Alien Determination Form for Eligible Aliens or Undocumented Aliens that are victims of domestic violence)
   • **Geographic Location** (in a list of all counties in a state, the agency can identify which counties are within their service area)
   • **Problem Code**
   • **Conflict Check**
   • **Unduplicated Services**
   • **Age**
   • **Income/Expenses** (based on family size)
   • **Assets** (based on age and family size)

Additionally, Legal Server allows agencies to qualify clients based on additional information, such as whether the caller/person understands the confidential nature of the information they are giving or whether they have an attorney for this legal matter.

---

50) Does the system flag exceptions for eligibility that require further consideration?

   If yes, describe:

Yes. Legal Server allows intake to continue, even if a person does not satisfy all of the eligibility requirements. The case is flagged as "Non-LSC Eligible" and can be reviewed for additional consideration, where by it can become LSC eligible.

---

51) Does the system link eligibility rules with various organizational, office or project eligibility rules to allow for easy referral or assignment to appropriate location or organization?

If yes, describe:

Yes. Legal Server allows each agency to maintain a database of referral organizations. Each referral organization has qualifying criteria (percentage of poverty, county, legal problem code, etc.), which are used to match clients with referral organizations. There are three types of referral organizations: Legal Services Referrals, Social Services Referral and Private Bar Referrals. Recommendations are made in the system for each client as to who might best assist this client (either in addition to the organization accepting representation or terminating its services).

52) Does the system enable users to track the status of an application, case, or matter (i.e. intake, call-back, status of active case, advocate assigned)?

If yes, describe:

Yes. Legal Server assigns an office, program (help line, pro bono program, etc) and a staff member to each case at intake. The status of each application can be checked by any user on the system and is conveniently organized by office, program and person, so that individuals can find the case easily. The status of the case is always indicated and a history of who is assigned to the case is displayed.

Case Assignments. Case Assignments are done on any (or all) of three levels: office, program and/or person. Thus, if a case needs to be transferred to another office (and/or program and/or caseworker), it can be done by anyone in the system. Upon making the request to the office (and/or program and/or person) that they accept the case, the case is listed in a "cases pending transfer" list, until it is accepted or rejected. Once it is accepted, the case appears on that office's (and/or program's and/or person's). Thus, a case always has an assignment status in the system and can easily be tracked.

53) Does the system enable users to check for conflicts and repetition (including applicant, opposing party, tribunal)?

If yes, describe:

Yes. Legal Server offers a very sophisticated conflict check, which checks to see if the caller is either a client of the organization or an adverse party to an existing client. The system also checks each adverse party to ensure that the adverse party is not an existing client in the system.

If a caller is a client in the system with an unduplicated case, a new case can be opened for the

client. If the caller is calling about a duplicated case the case can be reopened or be worked on directly (if it is already open).

Additionally, Legal Server checks to make sure that the Adverse Party is not affiliated with the agency in some way (staff or member of the board of directors). Legal Server can also check to the attorney of the Adverse Party to make sure there is no conflict (i.e., make sure the attorney is not affiliated in some way with the agency).

54) Does the system enable users to create questions to ask applicants based on type of case, location and other factors?

     If yes, describe:

Yes. Legal Server has a feature that allows each agency to create questions based on specific problem codes. The questions appear in the problem notes section and can either be configured to appear as "passive" (listed above the problem notes section) or can be configured to have separate notes fields for each question and answer.

55) Does the system enable users to develop and use checklists for various types of cases, matters, or activities?

     If yes, describe:

Yes. Legal Server can be configured to include checklists for each problem code. Checklists can also be "triggered" by specific events that occur within the CMS and be tied to date ranges (file an answer X amount of days after a complaint is field, etc.) Finally, checklists can be configured to verify that the action item was completed and by whom. Thus, a completed item on the checklist will display the date completed and the person who completed it.

56) Does the system enable users to develop form pleadings and other documents to automatically link to cases or projects based on type of case, location, opposing party or other factors?

     If yes, describe:

Yes. Legal Server links all auto-generated documents (including pleadings and other documents) to cases based on their legal problem and their county.

57) Does the system include management tools for volunteers, pro bono attorneys?

If yes, describe:

Yes. Legal Server manages all volunteers, pro bono attorneys, experts and translators. Additionally, each volunteer, pro bono attorney, expert and translator is linked to an organization, so that each organization can get credit for its member's activity. Legal Server will allow you to:
- assign any person to a case
- track and report time spent on a case
- associate legal specialties (based on problem code), languages, location (county) and activities (people that attend client trainings or pro se trainings, etc.)

58) Are there any special tools within the CMS specifically designed for the work done by legal services, such as documents relating to SSI, TANF, etc. or GIS mapping capability?

If yes, describe:

Yes. Legal Server has modules that accommodate cases for numerous government programs, including SSI and TANF. Legal Server also interfaces with GIS mapping, which can be used for reporting.

59) Does the system enable users to create and send reports or messages automatically upon the occurrence of a designated event or at a designated time?

If yes, describe:

Yes. Legal Server has an alert capacity, which allows users to set up alerts based on various things, including when certain reports are due or when funding codes (funds) are running low on money or are below goal (i.e., the fund is being under-utilized). Additionally, alerts can be sent when cases are assigned to individuals or as a reminder for certain events (calendar) or items on an individual's to do list.

60) Does the system have any other litigation support tools not addressed previously in this questionnaire?

No

     If yes, describe:

61) Does the CMS offer other tools specifically for hotlines?

     If yes, describe:

> Yes. Legal Server has modules specifically designed for hotlines, which can be configured as stand alone applications or as part of a larger case management system. Hotline modules include all qualification modules (citizenship, financial, etc) and self-help and referral modules.

62) Does the CMS offer tools specifically for pro bono programs?

     If yes, describe:

> Yes. Legal Server has several features for pro bono programs:
> - Pro bono attorneys can be users on the CMS, limiting their roles so they can only view their cases and certain information
> - Organizes all pro bono attorneys by area of practice (problem code), counties served, and activities (volunteer at pro se clinic, etc)
> - Recommends who might be a good pro bono attorney for a given case based on qualifying criteria (area of law, county, etc) and displays how many open cases each pro bono attorney has
> - Tracks pro bono trainings
> - Organizes each organization's (law firm or other) pro bono attorneys so that agencies can report on pro bono activity to the responsible organization
> - Time keeping for pro bono attorneys
> - Case Assignments for pro bono attorneys
> - Pro bono attorney reports, broken down by practice area, office, county, law firm, etc.
> - Email lists that send targeted emails to pro bono attorneys with a list of available cases

63) Does the CMS allow cases to be reassigned easily upon the departure of an attorney?

     If yes, describe:

> Yes. Legal Server can be configured to allow administrators to reassign cases of individual's

that have left the agency to other caseworkers in the system. This can be done easily by listing each of the cases assigned to the caseworker and selecting multiple or individual cases be assigned to someone else or to another program.

64) Does the CMS offer other supervision tools not addressed elsewhere in this questionnaire?

      If yes, describe:

Yes. Legal Server has a Quality Assurance Module that allows administrators to review case files in a Quality Assurance Mode (outside of the Case Management Mode), and make comments about the case file or request additional information from the caseworker. Such comments or requests are sent to the caseworker via the Messaging Center and the caseworker is expected to enter the Quality Assurance Module to address the issues raised by the administrators. This can also be tracked over time to demonstrate areas that require more training or to address future system-wide policies that need to be established.

❖ **Office Management/Administration/Resource Development**

65) Does the system integrate accounting and grant information with time and case/matter/activity data?

      If yes, describe:

Yes. Legal Server provides tools to set up every grant/fund with a ledger, which allows administrators the ability to deposit funds in the account. It also allows administrators to set the hourly rate, one-time rate or capped rate for each grant. Then, as time is entered, money is deducted from the balance of the account based on the amount of time entered in the time slip – client related or activity. Additionally, grants have alerts set up so that administrators and caseworkers are aware if the grant is running low on funds or is being under utilized.

66) Does the system enable users to designate fund rules to assign cases and matters accordingly?

       If yes, describe:

Yes. Legal Server allows administrators to indicate various criteria within each grant that determines whether a client qualifies for that grant. Such indicators are:

- Age
- Percentage of Poverty
- Domestic Violence
- LSC Eligible
- County
- Problem Code
- Advocate (limited to certain advocates)
- Accepts Case Related and/or Non-Client time

Then, based on the criteria, only certain funds will show up when a funding code is assigned to each client or in a client's time keeping slip. There is an override function that allows you to view all funding codes.

---

67) Does the system maintain project/grant information?

       If yes, describe:

Yes. Legal Server can be configured to track information about each grant. For instance, administrators can configure each grant to establish goals, which can be tracked by office, program and individuals. Thus, if the grant is above or below goal, the administrators will know about it. Also, an alert can be established to remind administrators when the grant is up for renewal.

---

68) Does the system enable user to maintain donor information?

       If yes, describe:

Yes. Legal Server tracks donor information for both people and organizations, which is displayed in the person's or organization's profile. For instance, in an organization's profile, you can see who in the organization donated money, as well as if the organization itself donated money. Donations are organized by date, donation type (cash, stock, pledge, etc.)

Additionally, "pledges" can be tracked, including a payment schedule. Thus a person can pledge to donate $4,000 over 4 years and the system will allow you to schedule future payments, show outstanding pledge balances, and show amount actually donated thus far.

Finally, matching donations can also be set up for organizations that will match a certain amount of money given by its members (e.g., a law firm might match what its members give).

---

69) Are there additional functions of the CMS for things that were not discussed above?

       If yes, describe:

70) Please provide any additional information about your CMS that you would like us to have.